



# STRATEGIC PLAN 2007

Idaho Commission for the Blind

And Visually Impaired

STRATEGIC PLAN 2008

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Angela Roan, Administrator

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

Britt Raubenheimer, Chairman

## MISSION STATEMENT

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation training, skills training and educational opportunities to achieve self-fulfillment through quality employment and independent living, to serve as a resource to families and employers and to expand public awareness regarding the potential of all persons who are blind or visually impaired.

## VISION STATEMENT

To provide Idahoans who are blind or visually impaired the same opportunities as their sighted peers to pursue full and productive lives.

## OPERATING PHILOSOPHY

We believe in the abilities of blind people and in each other as professional colleagues. We believe in respecting individual differences, facilitating individualized services both to our client partners and to each other. We believe blind people, like others in society, benefit most when contributing to their communities rather than completely depending upon them. We believe our services must be marked by effective communication, professionalism, mutual support, managed change, teamwork, and intra/interagency cooperation.

## **KEY FACTORS**

With our population increasing and especially our baby boomers aging our services and funding for those clients will be at a much higher demand.

Within the government there is a move towards consolidated manpower training programs. Our agency must maintain the unique and special services related to specialized training and vocational rehabilitation for the blind and visually impaired in order to place clients in an employment field where they can benefit the economy and society.

The lack of public and government awareness regarding the issues and concerns of blind people, as well as a lack of public awareness regarding our agency's programs and services is a continuing concern and challenge.

## **GOALS AND OBJECTIVES**

**GOAL #1:** To Provide High Quality Rehabilitation Services in a Timely Manner.

**Objective #1:** To get 79 individuals successfully employed through the Vocational Rehabilitation Program in FY 2008.

**Strategies/Actions:**

Each region will be expected to achieve the RSA Standards and Indicators. Quarterly progress reports will be sent to each counselor.

**Staff Responsible:** Regional VR counselors.

To ensure VR consumers take a lead role in the development of their own plan, exercising Informed Choice and to document that participation.

**Staff Responsible:** Regional VR counselors.

**Objective #2:** To increase employer awareness of ICBVI services.

**Strategies/Actions:**

Attend organizational meetings that focus on employer issues and needs.

**Staff Responsible:** VR counselors.

**Objective #3:** To initiate new services responding to identified consumer needs.

**Strategies/Actions:**

To maintain 20 Peer Support Group Coordinators and increase support groups by 2 by June 2008.

**Staff Responsible: IL Coordinator**

To request from the Legislature an Adaptive Technology positions for FY 2009.

**Staff Responsible: Administrator**

To work with the Blind Transition Team and State Board of Education to assist the transition of blind and visually impaired programs for our youth.

**Staff Responsible: Administrator**

To develop adequate financial resources to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

**Staff Responsible: Administrator.**

To promote students from out-of-state to attend our ATC.

**Staff Responsible: Administrator**

**Objective #4:** The Assessment and Training Center (ATC) will provide clients the opportunity to make informed choices based upon the sum of their individual interests and abilities, rather than on their perception of their disability.

**Strategies/Actions:**

To conduct a satisfaction survey of all ATC clients two months after exiting the Center. Each client will anonymously complete a survey with an ICBVI staff outside the ATC. The results will be tabulated and used to make program improvements.

**Staff Responsible: ATC Program Manager.**

To continue to explore ways the ATC can use the following resources and techniques:

- \* **Boise State University**
- \* **Previous clients from the ATC and blind clients employed in the community; including Business Enterprise Program (BEP) vendors.**
- \* **Statewide and local employers and businesses.**
- \* **Other state agencies serving blind and visually impaired individuals.**
- \* **Low vision and functional vision evaluations.**
- \* **ATC advisory council/mentors.**

**Staff Responsible:** ATC Program Manager, ATC staff.

To ensure all prospective ATC students participate in a four-week diagnostic evaluation before initiating training to identify training goals. Staffing will occur at the end of this assessment between the counselor, home instructor, client, and ATC staff.

**Staff Responsible:** ATC Program Manager, ATC Staff, and VR Counselors.

To provide daily compensatory skills training and skill development to all ATC clients in some or all of the following areas: Activities of Daily Living, Computer Literacy and Assistive Technology, Braille, Orientation and Mobility, Job Readiness, and Industrial Arts.

**Staff Responsible:** ATC Program Manager, ATC Staff.

To provide students who are entering or returning to the work force, beginning formal education, or getting specific professional skills training some functional resources to meet their goals. The ATC will provide resources and opportunities, including but not limited to:

- \* Vocational rehabilitation counseling
- \* Job Club (conducted twice monthly), Job Readiness class, and Resource Room access.
- \* Interview techniques, mock interviews, and informational interviews
- \* Resume' writing, completing application forms
- \* Computer and Assistive Technology skills commensurate with what are required in a modern work environment or in a post-secondary educational setting.
- \* Topical training that is immediately relevant to keeping or getting a job.

**Staff Responsible:** ATC Program Manager, ATC staff, and VR Counselors.

To improve the training we offer by requiring each instructor to be cross-trained in another discipline within the ATC and and by including some form of professional exchange, development, or training on each instructor's yearly developmental plan.

**Staff Responsible:** ATC Program Manager, ATC staff.

**Objective #5:** To identify and eliminate communication barriers between agency programs.

**Strategies/Actions:**

To explore and encourage communication and social interaction between departments through in-services, staff conference calls, and departmental meetings.

Staff Responsible: All staff

**Objective #6:** To promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

Staff Responsible for all strategies: BEP Supervisor

Strategies/Actions:

To license two new vendors by July 1, 2008.

To create and obtain new locations to expand the program's opportunities for current and future blind merchants.

To revise the BEP training curriculum to incorporate a standardized format for training and testing by July 1, 2008.

To develop and distribute to all vendors an updated version of the BEP Manual and Allowable Cost Manual.

To increase set-asides by 10% to fund new equipment for new locations and replace old and obsolete equipment by July 1, 2008.

To create a more efficient system for tracking performance and progress of the vendors.

To create a new marketing brochure for the BEP.

**Objective #7:** To implement Case Management Practices, Documentation, and Data Collection that promotes the timely delivery of rehabilitation services in all programs.

Strategies/Actions:

To review the Months-in-Status Report, RCR's, and expired IPE Reports to identify cases exceeding time in status standards, specifically as it relates to eligibility, client contact, and plan development.

Staff Responsible: Case Managers/Program Supervisors.

To review VR, IL, ILOB, and SO cases on an annual basis.

Staff Responsible: Program Supervisors.

To ensure Field Instructor Specialists average three hours of home instruction daily.

**Staff Responsible: IL Supervisor**

To ensure all clients entering the ATC receive an assessment by the Field Instructor prior to participating in the ATC, and that they receive a 30-day follow-up by the regional Field Instructor/Counselor one month after exiting the ATC.

**Staff Responsible: IL Coordinator, Rehabilitation Services Chief, And Case Managers.**

To explore innovative and creative modes of home instruction in addition to the weekly/hourly instruction, i.e. develop and implement class instructional models for delivering increased instructional hours for IL and VR clients.

**Staff Responsible: IL Coordinator and Regional Field Instructors.**

To upgrade the current case management system to more accurately reflect program reporting needs.

**Staff Responsible: Program Managers/ IT.**

**Objective #8:** To convert the A & A Inventory System to a web-based environment that allows all Storekeepers to see the level of inventory at each office. Make the application entirely accessible for blind and visually impaired users; integrate the application with key tables in the existing ICBVI Case Management System, and maintain only one copy of all data tables and program files in a single location – Boise.

**Strategies/Actions:**

Continue to research options with contracted programmer.

Get feedback from all Storekeepers on available options.

**Staff Responsible: Storekeeper/IL Coordinator**

**Objective #9:** Keep inventory at a two to three month sales level at all stores.

**Strategies/Actions:**

To place non-moving product on sale to eliminate from inventory.

Provide training to all Storekeepers for the new A & A System.

Have Boise Storekeeper make all purchasing/pricing decisions on all inventories.

Have Boise Storekeeper request transfer of inventory from regional office to another regional office as needed to keep stock within the two to three month goal.

**Staff Responsible: Storekeeper, IL Coordinator**

**Objective #10:** To provide high quality State Only Services in a timely manner and meeting 100% target rate annually.

**Strategies/Actions:**

To assist legally blind, in danger of, and visually impaired individuals to preserve, stabilize or restore vision through the State Only program in order to maintain or seek employment and remain independent in their homes and community.

**Staff Responsible:** State Only Case Managers/IL Coordinator

**Objective #11:** To provide low vision rehabilitation for visually impaired people to make use of their remaining vision to perform tasks/activities.

**Strategies/Actions:**

To promote training in the latest techniques and low vision aids, including bioptics for driving.

To continue to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

To send reminder notices to patients for annual low vision evaluations.

**GOAL #2:** Revenue Control, Reporting & Information Management.

**Objective #1:** To manage revenue control and enhancements through the use of an accurate, timely, and resourceful fiscal and case management system which will facilitate state and federal reporting requirements.

**Strategies/Actions:**

Implementation of a new web-based case management system to include a new aids & appliances inventory tracking system and BEP set-aside tracking and payment system.

Continue enhancements of the new case management system in order to provide case managers and program managers current and useful data.

**Staff Responsible:** Information Technology Manager, Independent Living Coordinator, BEP Supervisor and Rehabilitation Services Chief.

**Objective #2:** To provide the necessary information to enable staff to make informed decisions based on that information.

**Strategies/Actions:**

Provide financial reports for all Commission programs that will provide accurate and timely data to monitor budgets by the 15th of each month for the Administrator and program managers, and to partner with them in providing oversight.

Provide appropriate training in the use of financial decision-making tools.

Staff Responsible: Senior Financial Specialist

**GOAL #3:** To increase public awareness of the purpose, goals, function, and services of the agency.

**Objective #1:** To educate the public on the unique services of the ICBVI and the abilities and concerns of people who are blind and visually impaired.

**Strategies/Actions:**

To ensure that video tapes, a full compliment of brochures, pamphlets, PSA's, and any public relations documents, including information covering all ICBVI services are printed in English and Spanish and that that 20 copies of any such produced literature is provided to the State Library and other collaborating agencies.

Staff Responsible: Program Managers.

To continue regular meetings between ICBVI and the Idaho State School for the Deaf and Blind and consumer organizations.

Staff Responsible: Administrator

To conduct meetings between the Administrator and individual legislators statewide throughout the year.

Staff Responsible: Administrator

To conduct an Open House in the Boise office annually.

Staff Responsible: Administrator and Boise office staff.